

Resident Questions for Housing Area Panel

Reference Number: 2.1

Department	Housing
Date question raised	22/10/2022
Week of Area Panel	12/12/2022
Area in city	North
Star rating applied by residents	2
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Melissa Francis
Officer job title	Head of Operations - City Clean

Resident Question

Title of Question	Rubbish and Recycling in Hollingdean
Issue:	Residents do not know when to put their rubbish and recycling out because the collection days publicised on the Council website are not the actual days that the rubbish and recycling gets collected.
Background:	<p>There have been ongoing issues of late and missed rubbish and recycling collections in Hollingdean.</p> <p>Resident reps in Hollingdean are being contacted by local residents asking when their collections are due to happen, and saying they do not know when to put out their rubbish and recycling.</p> <p>While the rubbish collections seem to be back on track, the recycling collections are not. Resident reps believe the problem may be due to recycling vehicles struggling to access areas of Hollingdean.</p> <p>North Moulsecoomb, on the other hand, reported a good recycling and rubbish service.</p>
Action requested by residents:	Residents in Hollingdean would like their rubbish and recycling collected on the days stated on the Council's website.

Officer Response

Officer contact details:	Melissa.Francis@brighton-hove.gov.uk
Officer Response:	Cityclean requested further details of the names of the roads where collections are not taking place on the days stated on the

	<p>website. Feedback from residents is that Southmont recycling was missed for several weeks.</p> <p>Cityclean apologise for the missed collections at Southmont, and management are working on the round structure to ensure that this does not happen again. No other road names were provided. Hollingdean is a large area and to enable us to resolve issues we require the names of the roads where refuse or recycling collections are not taking place on the correct day. It should be noted that recycling vehicles are wider than refuse vehicles and this can result in more access issues for recycling.</p>
Action:	Will continue to monitor the collections at Southmont.
Start date:	16.11.22
End date:	N/A